

Hitachi Virtual Storage Platform Gx00 and Fx00

SVOS 7.3

SNMP Agent User Guide

This document describes and provides instructions for using the SNMP Agent on Hitachi Virtual Storage Platform G200, G400, G600, and G800 storage systems and Hitachi Virtual Storage Platform F400, F600, and F800 all-flash arrays.

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Preface

This document describes and provides instructions for using the SNMP Agent on VSP Gx00 models and VSP Fx00 models.

Please read this document carefully to understand how to use this product, and maintain a copy for reference purposes.

- [Intended audience](#)
- [Product version](#)
- [Release notes](#)
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Intended audience

This document is intended for system administrators, Hitachi Data Systems representatives, and authorized service providers who install, configure, and operate VSP Gx00 models and VSP Fx00 models.

Readers of this document should be familiar with the following:

- Data processing and RAID storage systems and their basic functions.
- Hitachi Virtual Storage Platform Gx00 or Fx00 models and the *Product Overview*.
- The Hitachi Device Manager - Storage Navigator software and the *System Administrator Guide*.

Product version

This document revision applies to:

- Firmware 83-04-6x or later
- SVOS 7.3 or later

Release notes

Read the release notes before installing and using this product. They may contain requirements or restrictions that are not fully described in this document or updates or corrections to this document. Release notes are available on Hitachi Data Systems Support Connect: <https://knowledge.hds.com/Documents>.

Changes in this revision

- Added the following trap reference codes:
 - 62exxx
 - 1C0000
- Corrected the alert levels for trap reference codes
- Changed the description for the following trap reference codes:
 - af41xx
 - 3075xx

Referenced documents

- *Command Control Interface User and Reference Guide*, MK-90RD7010
- *System Administrator Guide*, MK-94HM8016

Document conventions





This document uses the following terminology conventions:

Convention	Description
<ul style="list-style-type: none"> Hitachi Virtual Storage Platform Gx00 models VSP Gx00 models 	All of the following storage systems: <ul style="list-style-type: none"> Hitachi Virtual Storage Platform G200 Hitachi Virtual Storage Platform G400 Hitachi Virtual Storage Platform G600 Hitachi Virtual Storage Platform G800
<ul style="list-style-type: none"> Hitachi Virtual Storage Platform Fx00 models VSP Fx00 models 	All of the following storage systems: <ul style="list-style-type: none"> Hitachi Virtual Storage Platform F400 Hitachi Virtual Storage Platform F600 Hitachi Virtual Storage Platform F800

This document uses the following typographic conventions:

Convention	Description
Bold	<ul style="list-style-type: none"> Indicates text in a window, including window titles, menus, menu options, buttons, fields, and labels. Example: Click OK. Indicates emphasized words in list items.
<i>Italic</i>	<ul style="list-style-type: none"> Indicates a document title or emphasized words in text. Indicates a variable, which is a placeholder for actual text provided by the user or for output by the system. Example: <code>pairdisplay -g group</code> <p>(For exceptions to this convention for variables, see the entry for angle brackets.)</p>
Monospace	Indicates text that is displayed on screen or entered by the user. Example: <code>pairdisplay -g oradb</code>
< > angle brackets	Indicates variables in the following scenarios: <ul style="list-style-type: none"> Variables are not clearly separated from the surrounding text or from other variables. Example: <code>Status-<report-name><file-version>.csv</code> Variables in headings.
[] square brackets	Indicates optional values. Example: [a b] indicates that you can choose a, b, or nothing.
{ } braces	Indicates required or expected values. Example: { a b } indicates that you must choose either a or b.
vertical bar	Indicates that you have a choice between two or more options or arguments. Examples: [a b] indicates that you can choose a, b, or nothing. { a b } indicates that you must choose either a or b.

This document uses the following icons to draw attention to information:

Icon	Label	Description
	Note	Calls attention to important or additional information.
	Tip	Provides helpful information, guidelines, or suggestions for performing tasks more effectively.
	Caution	Warns the user of adverse conditions and/or consequences (for example, disruptive operations, data loss, or a system crash).
	WARNING	Warns the user of a hazardous situation which, if not avoided, could result in death or serious injury.

Conventions for storage capacity values

Physical storage capacity values (for example, disk drive capacity) are calculated based on the following values:

Physical capacity unit	Value
1 kilobyte (KB)	1,000 (10^3) bytes
1 megabyte (MB)	1,000 KB or $1,000^2$ bytes
1 gigabyte (GB)	1,000 MB or $1,000^3$ bytes
1 terabyte (TB)	1,000 GB or $1,000^4$ bytes
1 petabyte (PB)	1,000 TB or $1,000^5$ bytes
1 exabyte (EB)	1,000 PB or $1,000^6$ bytes

Logical capacity values (for example, logical device capacity, cache memory capacity) are calculated based on the following values:

Logical capacity unit	Value
1 block	512 bytes
1 cylinder	Mainframe: 870 KB Open-systems: <ul style="list-style-type: none"> • OPEN-V: 960 KB • Others: 720 KB
1 KB	$1,024 (2^{10})$ bytes
1 MB	1,024 KB or $1,024^2$ bytes
1 GB	1,024 MB or $1,024^3$ bytes
1 TB	1,024 GB or $1,024^4$ bytes
1 PB	1,024 TB or $1,024^5$ bytes

Logical capacity unit	Value
1 EB	1,024 PB or 1,024 ⁶ bytes

Accessing product documentation

Product user documentation is available on Hitachi Data Systems Support Connect: <https://knowledge.hds.com/Documents>. Check this site for the most current documentation, including important updates that may have been made after the release of the product.

Getting help

[Hitachi Data Systems Support Connect](https://support.hds.com/en_us/contact-us.html) is the destination for technical support of products and solutions sold by Hitachi Data Systems. To contact technical support, log on to Hitachi Data Systems Support Connect for contact information: https://support.hds.com/en_us/contact-us.html.

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Comments

Please send us your comments on this document to doc.comments@hds.com. Include the document title and number, including the revision level (for example, -07), and refer to specific sections and paragraphs whenever possible. All comments become the property of Hitachi Data Systems Corporation.

Thank you!

Introduction

This chapter provides an overview of the SNMP implementation for monitoring Hitachi Virtual Storage Platform G200, G400, G600, G800 and Hitachi Virtual Storage Platform F400, F600, F800 storage systems, including the agent and management functions.

- [SNMP Manager overview](#)
- [SNMP Agent configuration](#)
- [SNMP Agent overview](#)
- [Component status information from SNMP Manager](#)

SNMP Manager overview

SNMP Manager is installed in the network management station. It collects and manages information from SNMP agents installed in the managed devices on the network.

The SNMP Manager graphically displays information collected from two or more SNMP agents, accumulates the information in the database, and analyzes problems discovered while accumulating this information.

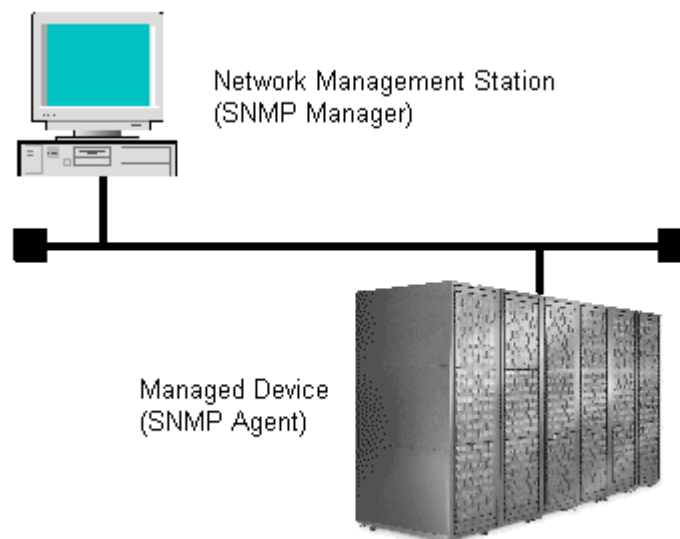


Note: SNMP versions v1, v2c, and v3 are supported.

How SNMP works

Simple Network Management Protocol (SNMP) is an industry-standard protocol for managing and monitoring network devices, including disk devices, routers, and hubs. SNMP uses Simple Gateway Management Protocol (SGMP) to manage TCP/IP gateways.

The following figure shows an example SNMP environment.



An SNMP manager monitors the devices, which are referred to as managed nodes. Typically, an SNMP Manager polls the SNMP agents on a periodic basis. The manager receives the reports from the agents and determines whether the devices are operating normally. If an abnormal event occurs, an SNMP Agent can report the condition without a request from the manager, by using a trap message.

When an SNMP manager polls an agent, the following dialogue takes place:

- An SNMP Manager sends a request packet to an SNMP Agent, which requests data regarding the status of the managed node.
- The SNMP Agent sends a response packet back to the SNMP Manager.
- SNMP uses the TCP/IP User Datagram Protocol (UDP). If the SNMP Agent does not respond within a specified time period, the SNMP Manager re-sends the request packet. That time period is set by the system administrator, taking into account the network traffic and operation policy.
- If an SNMP Agent again does not respond to the resent packet, the SNMP Manager assumes that an error has occurred. Depending on the times set for polling and response, this dialogue can take several seconds.

If an SNMP Agent detects an abnormal event, it sends a trap to the SNMP Manager. However, if a trap is dropped in transmission, the SNMP Manager does not know that it was sent. For this reason, you should use both polling and traps to determine whether an abnormal event has occurred.

Management Information Base overview

The standardized configuration and database of network management information is called a Management Information Base (MIB). A standard MIB is common to all SNMP interfaces. An extension MIB is defined by the particular managed device or protocol.

A MIB is a collection of standardized configuration and network management information that is contained in each device on the network. Each MIB contains a set of parameters called managed objects. Each managed object consists of a parameter name, one or more parameters, and a group of operations that can be executed with the object. The MIB defines the type of information that can be obtained from a managed device, and the device settings that can be controlled from a management system.

The MIB definition file, `VSPGx00MIB.txt`, is located in the `program\SNMP` folder of the software media kit.

For details about the MIB definition file of NAS modules, see the *Server and Cluster Administration Guide*.

SNMP Agent configuration

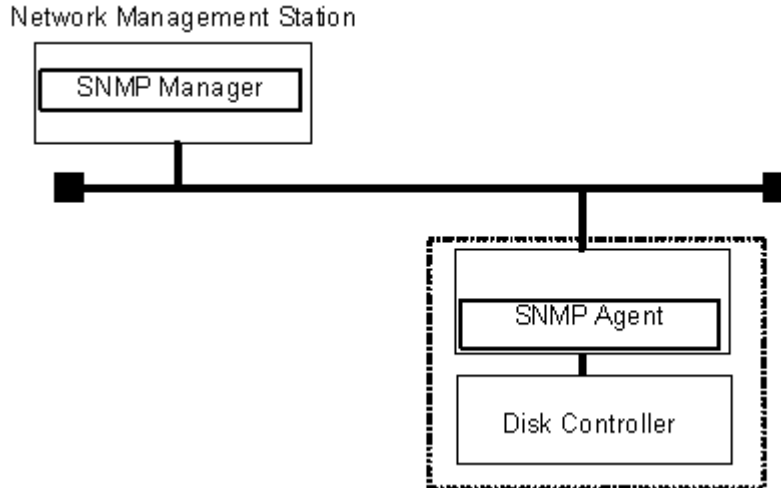
The SNMP Agent runs on the storage system.

The SNMP Agent communicates with the SNMP manager through the LAN between the storage system and the SNMP manager.

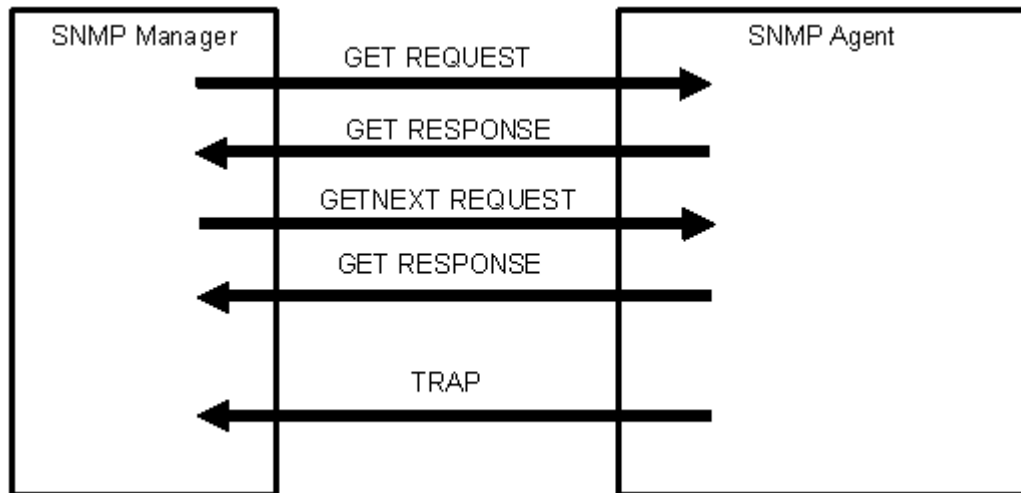


Note: If you cannot input two or more MIB definition files for USP, USP V/VM, VSP, VSP G1000, VSP Gx00 models, or VSP Fx00 models because of the specifications of the SNMP manager software, use the MIB definition files for VSP Gx00 models or VSP Fx00 models. Error reports include storage system nicknames, which can be used to identify each storage system.

The following figure illustrates the SNMP environment.



The following figure shows an example of SNMP operations using an SNMP manager.



SNMP Agent overview

The SNMP Agent is mounted on a managed device (such as a hard disk) in the network. It collects error information, the usage condition, and other information about the device, and forwards the information to the SNMP Manager.

The SNMP Agent reports disk storage system failures to the manager using the SNMP trap function.

SNMP traps

An SNMP Agent reports storage system errors to the SNMP Manager using the SNMP trap function.

When an error occurs, the SNMP Agent issues an SNMP trap to the SNMP Manager that includes the product number, nickname, reference code, component where the failure occurred, failure date and time, and detailed information about the failure.

The following table lists the types of events that trigger an SNMP Agent trap.

Events	Description
Acute failure detected.	All operations in a storage system stopped.
Serious failure detected.	Operation in a component where a failure occurred stopped.
Moderate failure detected.	Partial failure.
Service failure detected.	Minor failure.

SNMP Agent operations

Operations that an SNMP Agent can perform fall into the categories GET REQUEST, GETNEXT REQUEST, GETBULK REQUEST, and TRAP.

The following table describes the types of SNMP Agent operations.

Operation	Description
GET REQUEST	Obtains a specific MIB object value. GET REQUEST is the request from an SNMP Manager, and GET RESPONSE is the agent's response to that request.
GETNEXT REQUEST	Continuously finds a MIB object. GETNEXT REQUEST is the request from an SNMP Manager, and GET RESPONSE is the agent's response to that request.
GETBULK REQUEST	Continuously finds specified MIB objects only. GETBULK REQUEST is the request from an SNMP Manager, and GET RESPONSE is the agent's response to that request.
TRAP	Reports an event (failure) to an SNMP Manager. TRAP occurs without a request from the SNMP Manager.

If you use SNMP version 3 in VSP G400, G600, G800 with NAS modules, specify VSPGx00 (fixed) as the context name when obtaining a MIB.

For details about obtaining MIBs of NAS modules and VSP G400, G600, G800 storage systems with NAS modules, see [Example object identifier system on page 36](#)

SNMP Agent reported errors

Several different types of errors can be reported when GET REQUEST, GETNEXT REQUEST, and GETBULK REQUEST operations are sent to an SNMP Agent.

The following table describes the errors that can be reported and suggests corrective action.

Error	Description	Corrective action
noError (0)	Normal	N/A
noSuchName (2)	<ul style="list-style-type: none"> There are no MIB objects that are required. (Not supported.) The GETNEXT REQUEST command that is specified for the following object identifier of the last supported MIB object is received. 	Verify that the name of the requested object is correct.
	SET REQUEST is received.	SET REQUEST operation is not supported.
genErr (5)	Error occurred for other reasons.	Retry the operation.

Component status information from SNMP Manager

You can obtain the status information of certain storage system components from the SNMP Manager.

The following table lists the components for which the status can be obtained.

Area	Component name
Storage System	Processor(s)
	BUS
	Cache
	Power supplies
	Batteries
	Fans
	Others
DB	Power supplies
	Fans
	Environments
	Drives

The following table lists the status of storage system components, as well as the trap report functions.

Status	Description
Normal	Normal operation.
Acute failure detected	All operations in a storage system stopped.
Serious failure detected	Operation in a component where a failure occurred stopped.
Moderate failure detected	Partial failure.
Service failure detected	Minor failure.

Using SNMP

This chapter describes how to use to manage alert settings, SNMP trap notification, and SNMP request authentication, and how to test SNMP trap reports.

- [Editing alert settings](#)
- [Managing SNMP trap notification](#)
- [Managing SNMP request authentication](#)
- [Testing SNMP trap reports](#)

Editing alert settings

This topic describes how to set the Edit Alert Settings. If NAS modules are installed in your storage system, specify the alert notification settings in both the maintenance utility and NAS Manager. For details on how to configure NAS Manager, see the User Guide for your storage system.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Set Up Alert Notifications** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. For **Notification Alert**, select one of the following:
 - **All** (Sends alerts of all SIMs.)
 - **Host Report** (Sends alerts only of SIMs that report to hosts. Alert destinations are common to Syslog, SNMP, and Email.)
6. For **SNMP Agent**, select **Enable**.
7. In **System Group Information**, enter the Storage System Name, Contact, and Location. Changes made to information here are also reflected in the maintenance utility and shown in the **Storage System** window in Device Manager - Storage Navigator.
8. Confirm the settings, and then click **Apply**.

Managing SNMP trap notification

Adding trap notification for SNMP v1 and v2c

Follow this procedure to procedure to add IP addresses and communities to trap notification for SNMP versions v1 and v2c.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Add Sending Trap Setting** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v1** or **v2c**.
7. Under **Registered Sending Trap Settings**, click **Add**.
8. In the **Add Sending Trap Setting** window, under **Community**, complete one of the following:
 - If you select an existing community, uncheck the **New** checkbox, and then select from the list of existing community names.
 - If you add a new community, check the **New** check box, and then enter a community name.

You can enter up to 180 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & % '

Do not use a space at the beginning or end of the name.

9. Under **Send Trap To**, complete the following:
 - If you enter a new IP address, check the **New** check box. Select **IPv4** or **IPv6** for the version of the IP address, and then enter an IP address.
 - If you use an existing IP address, uncheck the **New** check box. Select an existing IP address from the pull-down menu.
 - If you add more IP addresses, click **Add IP Address** to add input fields.
 - If you delete an IP address from **Send Trap to**, click the - button to delete the IP address.



Note: Any IP address that has all values set to zero (0) cannot be specified for IPv4 and IPv6. The IPv6 address is specified by entering eight hexadecimal numbers that are separated by colons (:) using a maximum of 4 digits from zero (0) to FFFF inclusive. The default form of the IPv6 address can be specified.

10. Click **OK**.
The IP address and community you entered are added to the **Registered Sending Trap Settings** table.
11. Confirm the settings, and then click **Apply**.

Adding trap notification for SNMP v3

This topic describes the procedure to add IP addresses and users to trap notification for SNMP v3.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Add Sending Trap Setting** window in the *System Administrator Guide* .

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v3**.
7. Under **Registered Sending Trap Settings**, click **Add**.
8. In the **Add Sending Trap Setting** window, under **Send Trap To**, select **IPv4** or **IPv6** and enter an IP address.



Note: Any IP address that has all values set to zero (0) cannot be specified for IPv4 and IPv6. The IPv6 address is specified by entering eight hexadecimal numbers that are separated by colons (:) using a maximum of 4 digits from zero (0) to FFFF inclusive. The default form of the IPv6 address can be specified.

9. Under **User Name**, enter a user name.



Note: If you use a user name that has already been specified for **Sending Trap Setting** or **Request Authentication Setting**, specify the same settings for the following options that were specified for that name. Otherwise, SNMP traps might not be sent correctly.

- Authentication
 - Authentication - Protocol
 - Authentication - Password
 - Encryption
 - Encryption - Protocol
 - Encryption - Key
-

You can enter up to 32 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & %

Do not use a space at the beginning or end of the name.

10. Under **Authentication**, select whether to **Enable** or **Disable** authentication.
If you select **Enable**, complete the following steps:
 - a. For **Protocol**, select an authentication type.
 - b. For **Password**, enter a password.
11. Under **Encryption**, select whether to **Enable** or **Disable** encryption.
If you select **Enable**, complete the following steps:
 - a. For **Protocol**, select an encryption type.
 - b. For **Key**, enter a key.
 - c. For **Re-enter Key**, enter the same key for confirmation.
12. Click **OK**.
The IP address and user you entered are added to the **Registered Sending Trap Settings** table.
13. Confirm the settings, and then click **Apply**.

Changing trap notification for SNMP v1 and v2c

This topic describes the procedure to change the IP addresses and communities for trap notification for SNMP versions v1 and v2c.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Change Sending Trap Setting** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v1** or **v2c**.
7. Under **Registered Sending Trap Settings**, select a trap setting that you want to change, and then click **Change**.
8. In the **Change Sending Trap Setting** window, under **Community**, enter a community name.

You can enter up to 180 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & % '

Do not use a space at the beginning or end of the name.

9. Under **Send Trap To**, complete the following:
 - If you enter a new IP address, click **Add IP Address** to add input fields. Check the **New** check box, and then select **IPv4** or **IPv6** for the version of the IP address. Enter an IP address.
 - If you use an existing IP address, uncheck the **New** check box. Select an existing IP address from the pull-down menu.
 - If you delete an IP address from **Send Trap to**, click the - button to delete the IP address.
10. Click **OK**.
The IP address and community that you entered are changed to the **Registered Sending Trap Settings** table.
11. Confirm the settings, and then click **Apply**.

Changing trap notification for SNMP v3

This topic describes the procedure to change the IP addresses and users for SNMP v3 trap notification.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Change Sending Trap Setting** window in the *System Administrator Guide* .

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v3**.
7. Under **Registered Sending Trap Settings**, select a trap setting that you want to change, and then click **Change**.
8. In the **Change Sending Trap Setting** window, under **Send Trap To**, select **IPv4** or **IPv6** and enter an IP address.



Note: Any IP address that has all values set to zero (0) cannot be specified for IPv4 and IPv6. The IPv6 address is specified by entering eight hexadecimal numbers that are separated by colons

(:) using a maximum of 4 digits from zero (0) to FFFF inclusive.
The default form of the IPv6 address can be specified.

9. Under **User Name**, enter a user name.



Note: If you use a user name that has already been specified for **Sending Trap Setting** or **Request Authentication Setting**, specify the same settings for the following options that were specified for that name. Otherwise, SNMP traps might not be sent correctly.

- Authentication
 - Authentication - Protocol
 - Authentication - Password
 - Encryption
 - Encryption - Protocol
 - Encryption - Key
-

You can enter up to 32 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & %

Do not use a space at the beginning or end of the name.

10. Under **Authentication**, select whether to **Enable** or **Disable** authentication.

If you select **Enable**, complete the following steps:

- a. For **Protocol**, select an authentication type.
- b. If you change your password, check the **Change Password** checkbox and then enter a password.

11. Under **Encryption**, select whether to **Enable** or **Disable** encryption.

If you select **Enable**, complete the following steps:

- a. For **Protocol**, select an encryption type.
- b. If you change a key, check the **Change Key** checkbox and then enter a key.
- c. For **Re-enter Key**, enter the same key for confirmation.

12. Click **OK**.

The IP address and user you entered are changed to the **Registered Sending Trap Settings** table.

13. Confirm the settings, and then click **Apply**.

Deleting SNMP trap notification

This topic describes the procedure to delete IP addresses and communities or users from SNMP trap notification.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Set Up Alert Notifications** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select your SNMP version.
7. Under **Registered Sending Trap Settings**, select one or more specific combinations of IP address and community or user, and then click **Delete**.
8. Confirm the settings, and then click **Apply**.

Managing SNMP request authentication

Adding request authentication for SNMP v1 and v2c

This topic describes how to add IP addresses and communities for request authentication for SNMP versions v1 and v2c.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Add Request Authentication Setting** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v1** or **v2c**.
7. Under **Registered Request Authentication Settings**, click **Add**.
8. In the **Add Request Authentication Setting** window, under **Community**, complete one of the following:

- If you add a new community, check the **New** check box, and then enter a community name.
- If you select an existing community, uncheck the **New** check box, and then select from the list of existing community names.

You can enter up to 180 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & % '

Do not use a space at the beginning or end of the name.

9. Under **Request Permitted**, complete the following:

- If you want to allow REQUEST operations from all managers, select the **All** check box.
- If you want to allow REQUEST operations only from specified managers, select **IPv4** or **IPv6** and enter an IP address, or select from the list of existing IP addresses.
- If you enter a new IP address, check the **New** check box. Select **IPv4** or **IPv6** for the version of the IP address, and then enter an IP address.
- If you use an existing IP address, uncheck the **New** check box. Select an existing IP address from the pull-down menu.
- If you add more IP addresses, click **Add IP Address** to add input fields.
- If you delete an IP address from **Request Permitted**, click the - button to delete the IP address.



Note: Any IP address that has all values set to zero (0) cannot be specified for IPv4 and IPv6. The IPv6 address is specified by entering eight hexadecimal numbers that are separated by colons (:) using a maximum of 4 digits from zero (0) to FFFF inclusive. The default form of the IPv6 address can be specified.

10. Click **OK**

The community and IP address that you entered are added to the **Registered Request Authentication Settings** table.

11. Confirm the settings, and then click **Apply**.

Adding request authentication for SNMP v3

This topic describes how to add IP addresses and users for SNMP v3 request authentication.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Add Request Authentication Setting** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v3**.
7. Under **Registered Request Authentication Settings**, click **Add**.
8. In the **Add Request Authentication Setting** window, under **User Name**, enter a user name.



Note: If you use a user name that has already been specified for **Sending Trap Setting** or **Request Authentication Setting**, specify the same settings for the following options that were specified for that name. Otherwise, SNMP traps might not be sent correctly.

- Authentication
 - Authentication - Protocol
 - Authentication - Password
 - Encryption
 - Encryption - Protocol
 - Encryption - Key
-

You can enter up to 32 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & %

Do not use a space at the beginning or end of the name.

9. Under **Authentication**, select whether to **Enable** or **Disable** authentication.
If you select **Enable**, complete the following steps:
 - a. For **Protocol**, select an authentication type.
 - b. For **Password**, enter a password.
10. Under **Encryption**, select whether to **Enable** or **Disable** encryption.
If you select **Enable**, complete the following steps:
 - a. For **Protocol**, select an encryption type.
 - b. For **Key**, enter a key.
 - c. For **Re-enter Key**, enter the same key for confirmation.
11. Click **OK**.

The user you entered is added to the **Registered Request Authentication Settings** table.

12. Confirm the settings, and then click **Apply**.

Changing request authentication for SNMP v1 and v2c

This topic describes how to change IP addresses and communities for request authentication for SNMP versions v1 and v2c.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Change Request Authentication Setting** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v1** or **v2c**.
7. Under **Registered Request Authentication Settings**, select an authentication setting that you want to change and then click **Change**.
8. In the **Change Request Authentication Setting** window, under **Community**, enter a community name.

You can enter up to 180 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & % '

Do not use a space at the beginning or end of the name.

9. Under **Request Permitted**, complete the following:
 - If you want to allow REQUEST operations from all managers, select the **All** check box.
 - If you want to allow REQUEST operations only from specified managers, select **IPv4** or **IPv6** and enter an IP address, or select from the list of existing IP addresses.
 - If you enter a new IP address, click **Add IP Address** to add input fields, and then check the **New** check box. Select **IPv4** or **IPv6** for the version of the IP address, and then enter an IP address.
 - If you use an existing IP address, uncheck the **New** check box. Select an existing IP address from the pull-down menu.

- If you delete an IP address from **Request Permitted**, click the - button to delete the IP address.



Note: Any IP address that has all values set to zero (0) cannot be specified for IPv4 and IPv6. The IPv6 address is specified by entering eight hexadecimal numbers that are separated by colons (:) using a maximum of 4 digits from zero (0) to FFFF inclusive. The default form of the IPv6 address can be specified.

10. Click **OK**.
The community and IP address that you entered are changed to the **Registered Request Authentication Settings** table.
11. Confirm the settings, and then click **Apply**.

Changing request authentication for SNMP v3

This topic describes how to change IP addresses and users for SNMP v3 request authentication.

Before you begin

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the **Change Request Authentication Setting** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.
5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select **v3**.
7. Under **Registered Request Authentication Settings**, select an authentication setting that you want to change, and then click **Change**.
8. In the **Change Request Authentication Setting** window, under **User Name**, enter a user name.



Note: If you use a user name that has already been specified for **Sending Trap Setting** or **Request Authentication Setting**, specify the same settings for the following options that were specified for that name. Otherwise, SNMP traps might not be sent correctly.

- Authentication
- Authentication - Protocol

- Authentication - Password
 - Encryption
 - Encryption - Protocol
 - Encryption - Key
-

You can enter up to 32 letters, numbers, and symbols, except the following:

" \ ; : , * ? < > | / ^ & %

Do not use a space at the beginning or end of the name.

9. Under **Authentication**, select whether to **Enable** or **Disable** authentication.

If you select **Enable**, complete the following steps:

- a. For **Protocol**, select an authentication type.
- b. If you change your password, check the **Change Password** checkbox, and then enter a password.

10. Under **Encryption**, select whether to **Enable** or **Disable** encryption.

If you select **Enable**, complete the following steps:

- a. For **Protocol**, select an encryption type.
- b. If you change a key, check the **Change Key** checkbox, and then enter a key.
- c. For **Re-enter Key**, enter the same key for confirmation.

11. Click **OK**.

The user you entered is changed to the **Registered Request Authentication Settings** table.

12. Confirm the settings, and then click **Apply**.

Deleting SNMP request authentication

This topic describes how to delete IP addresses and communities or users from request authentication.

Before you begin

You must have the Storage Administrator (the Initial Configuration) role to perform this task.

For more information, see the **Set Up Alert Notifications** window in the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. In the **Alert Notifications** window, click **Set Up**.
4. In the **Set Up Alert Notifications** window, select the **SNMP** tab.

5. Under **SNMP Agent**, click **Enable**.
6. Under **SNMP Version**, select your SNMP version.
7. Under **Registered Request Authentication Settings**, select one or more specific combinations of IP address and community or user, and then click **Delete**.
8. Confirm the settings, and then click **Apply**.

Testing SNMP trap reports

This topic describes the procedure to test SNMP trap reporting by sending a test trap.

Before you begin

An IP address and community have been added in the **Set Up Alert Notifications** window.

You must have the Storage Administrator (Initial Configuration) role to perform this task.

For more information, see the *System Administrator Guide*.

Procedure

1. Display the Device Manager - Storage Navigator main window.
2. From the **Maintenance Utility** menu, select **Alert Notifications**.
3. Select the **SNMP** tab.
4. Click **Send Test SNMP Trap**.
Reports the test SNMP trap to the community or user registered in the storage system. Reports the events registered in the storage system instead of the events that are set on the **SNMP** tab. If you want to test the events set on the **SNMP** tab, click **Finish** and apply to the storage system, and then report the test SNMP trap.
5. Verify whether the SNMP trap report (reference code 7fffff) is received by the SNMP manager that has the IP address specified for **Sending Trap Setting** in the **Alert Notifications** window.

SNMP supported MIBs

This chapter describes the standard and extension MIB specifications, and trap configuration.

- [SNMP Agent failure report trap contents](#)
- [SNMP Agent extension trap types](#)
- [Standard MIB specifications](#)
- [Extension MIB specifications](#)

SNMP Agent failure report trap contents

A standard extension trap protocol data unit (PDU) includes the product number of the device that experienced the failure, the device nickname, and a failure reference code. A failure report trap contains additional information about the failure, such as the area, date, and time of the failure.

If you obtain the information with the `GetRequest` command, access the MIB by using the product number of the device as an index.

The following table shows the failure report trap.

Name	Object identifier	Type	Description
eventTrapSerialNumber	.1.3.6.1.4.1.116.5.11.4.2.1	INTEGER	The product number of the device that experienced the failure.
eventTrapNickname	.1.3.6.1.4.1.116.5.11.4.2.2	DisplayString	The device nickname "HM800" is displayed.
eventTrapREFCODE	.1.3.6.1.4.1.116.5.11.4.2.3	DisplayString	The failure reference code.
eventTrapPartsID	.1.3.6.1.4.1.116.5.11.4.2.4	OBJECT IDENTIFIER	The area where the failure occurred.*
eventTrapDate	.1.3.6.1.4.1.116.5.11.4.2.5	DisplayString	Failure occurrence date.
eventTrapTime	.1.3.6.1.4.1.116.5.11.4.2.6	DisplayString	Failure occurrence time.
eventTrapDescription	.1.3.6.1.4.1.116.5.11.4.2.7	DisplayString	Detailed information of a failure.
*The object identifier for a failure in a storage system processor would be .1.3.6.1.4.1.116.5.11.4.1.1.6.1.2.			

The SNMP trap information that is output depends on whether the VSP G400, G600, G800 storage system includes NAS modules. For details about SNMP traps of NAS modules, see the *Server and Cluster Administration Guide*.

SNMP Agent extension trap types

SNMP Agent extension trap types are set according to the severity. The character strings following "RaidEventUser" indicate their severity.

The following table describes the SNMP Agent extension trap types.

Specific Trap Code	Trap	Description
1	RaidEventUserAcute	All operations in a storage system stopped.
2	RaidEventUserSerious	Operation in a component where a failure occurred stopped.
3	RaidEventUserModerate	Partial failure.
4	RaidEventUserService	Minor failure.

For details about types of traps for NAS modules, see the *Server and Cluster Administration Guide*.

Standard MIB specifications

MIBs supported by SNMP Agent

SNMP Agent supports a limited number of MIBs. If you send a GET request for an object (MIB) that is not supported, you will receive `NoSuchName` as a GET RESPONSE.

The following table lists MIBs and indicates whether they are supported.

MIB		Without NAS modules	With NAS modules
Standard MIB: MIB-II	system group	Supported ¹	Supported ¹
	interface group	Not supported	Supported
	at group		
	ip group		
	icmp group		
	tcp group		
	udp group		
	egp group		
	oim group		
	transmission group		
	snmp group		
Extension MIB	hitachi(116)	Supported ¹	Supported ¹
	blueArc(11096)	Not supported	Supported ²
Notes:			
<ol style="list-style-type: none"> 1. The maintenance utility responds. 2. The NAS unified firmware responds. 			

SNMP Agent MIB access mode

The access mode for MIB in all communities is read only. If you send a GET request for a SET REQUEST operation, you will receive `NoSuchName` as a RESPONSE.

Example object identifier system

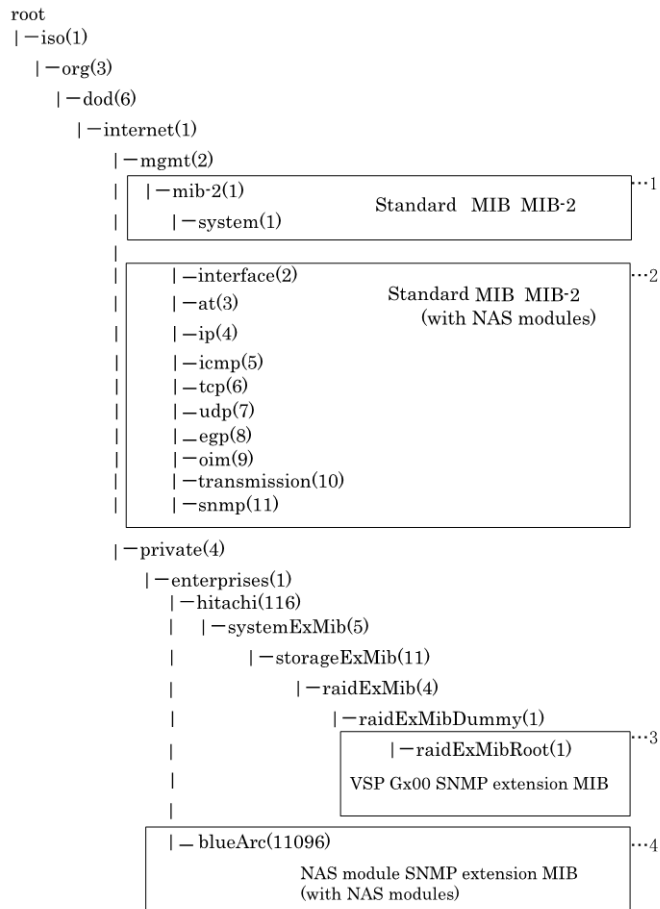
The following figure shows an example object system supported by SNMP Agent.

When NAS modules are not installed, obtain all MIB objects as follows:

1. Specify object identifier 1.3.6.1.2.1 to execute `snmpwalk`.
The information in 1 and 3 in the figure below is obtained.

When NAS modules are installed, obtain all MIB objects as follows:

1. Specify object identifier 1.3.6.1.2.1 to obtain the information shown in 1. If NAS modules are installed, you will also need the information shown in 2.
2. Specify object identifier 1.3.6.1.4.1.116 to obtain the information shown in 3.
3. If NAS modules are installed, specify object identifier 1.3.6.1.4.1.11096 to obtain the information shown in 4.



Related references

- [Extension MIB configuration](#) on page 38

MIB mounting specifications supported by SNMP Agent

SNMP Agent supports two MIB mounting specifications.

The supported MIB mounting specifications are as follows:

- mgmt OBJECT IDENTIFIER ::= {iso(1) org(3) dod(6) internet(1) 2 }
- mib-2 OBJECT IDENTIFIER ::= {mgmt 1}

An SNMP Agent mounts only system groups in mib-2, as shown in the following table.

Name	Description	Mounted value
sysObjectID {system 2}	This is the product identification number.	Fixed value. See Example object identifier system on page 36 . 1.3.6.1.4.1.116.3.11.4.1.1
sysUpTime {system 3}	An accumulated time from an SNMP agent.	Unit: 100 ms

Name	Description	Mounted value
sysContact {system 4}	A manager who manages an agent or a contact address.	Maximum 180 characters in an ASCII characters string. Input by a user from an SNMP setting window.*
sysName {system 5}	The name of an agent manager	Maximum 180 characters in an ASCII characters string. Input by a user from an SNMP setting window.*
sysLocation {system 6}	An agent setup location.	Maximum 180 characters in an ASCII characters string. Input by a user from an SNMP setting window.*
sysService {system 7}	Value indicating a service.	Fixed value 76 (decimal)
*The following symbols cannot be used: \ , / : ; * ? " < > & % ^		

Extension MIB specifications

Extension MIB configuration

The following shows the extension MIB object system for the storage system. For details about extension MIB of NAS modules, see the *Server and Cluster Administration Guide*.

```
raidExMibRoot(1)
|--raidExMibName(1)      Maintenance utility product name
|--raidExMibVersion(2)  Maintenance utility firmware version
|--raidExMibAgentVersion(3) Extension MIB internal version
|--raidExMibDkcCount(4) Number of DKC
|--raidExMibRaidListTable(5) List of DKC
|--raidExMibDKCHWTable(6) Disk control device information
|--raidExMibDKUHWTable(7) Disk device information
|--raidExMibTrapListTable(8) Error information list
```

The following figures show an example extension MIB configuration.

```

|-- enterprises(1)
    |-- hitachi(116)
        |
        |-- systemExMib(5)
            |-- storageExMib(11)
                |-- raidExMib(4)
                    |-- raidExMibDummy(1)
                        |-- raidExMibRoot(1) →ⓐ

```

```

①→  |- raidExMibRod(1)
      |- -raidExMibName(1)
      |- -raidExMibVersion(2)
      |- -raidExMibAgentVersion(3)
      |- -raidExMibDkcCount(4)
      |- -raidExMibRaidListTable(5)
      |   |- raidExMibRaidListEntry (1)
      |     |- -raidlistSerialNumber(1)
      |     |- -raidlistMibNickName(2)
      |     |- -raidlistDKCMainVersion(3)
      |     |- -raidlistDKCProductName(4)
      |- -raidExMibDKCHWTable (6)
      |   |- -raidExMibDKCHWEntry(1)
      |     |- -dkcRaidListIndexSerialNumber(1)
      |     |- -dkcHWProcessor(2)
      |     |- -dkcHWCSW(3)
      |     |- -dkcHWCache(4)
      |     |- -dkcHWSM(5)
      |     |- -dkcHWPS(6)
      |     |- -dkcHWBattery(7)
      |     |- -dkcHWFan(8)
      |     |- -dkcHWEnvironment(9)
      →②

```

```

②→  |- raidExMibDKUHWTable (7)
      |   |- raidExMibDKUHWEntry (1)
      |     |- -dkuRaidListIndexSerialNumber(1)
      |     |- -dkuHWPS(2)
      |     |- -dkuHWFan(3)
      |     |- -dkuHWEnvironment(4)
      |     |- -dkuHWDrive(5)
      |- -raidExMibTrapListTable (8)
      |   |- -raidExMibTrapListEntry (1)
      |     |- -eventListIndexSerialNumber(1)
      |     |- -eventListNickName(2)
      |     |- -eventListIndexRecorderNo(3)
      |     |- -eventListREFCODE(4)
      |     |- -eventListDate(5)
      |     |- -eventListTime(6)
      |     |- -eventListDescription(7)

```

raidExMibName

raidExMibName indicates the product name.

```
raidExMibName          OBJECT-TYPE
SYNTAX                 DisplayString
ACCESS                 read-only
STATUS                 mandatory
DESCRIPTION            "product name."
::={ raidExMibRoot 1 }
```

raidExMibVersion

raidExMibVersion indicates the maintenance utility firmware version.

```
raidExMibVersion       OBJECT-TYPE
SYNTAX                 DisplayString
ACCESS                 read-only
STATUS                 mandatory
DESCRIPTION            "GUM firmware version."
::={ raidExMibRoot 2 }
```

raidExMibAgentVersion

raidExMibAgentVersion indicates the internal version of the extension MIB.

```
raidExMibAgentVersion OBJECT-TYPE
SYNTAX                 DisplayString
ACCESS                 read-only
STATUS                 mandatory
DESCRIPTION            "Extension agent version."
::={ raidExMibRoot 3 }
```

raidExMibDkcCount

raidExMibDkcCount suggests the number of a storage system.

```
raidExMibDkcCount      OBJECT TYPE
SYNTAX                 INTEGER
ACCESS                 read-only
STATUS                 mandatory
DESCRIPTION            "Number of DKC"
::={ raidExMibRoot 4 }
```

raidExMibRaidListTable

raidExMibRaidListTable indicates the storage system.

```
raidExMibRaidListTable OBJECT TYPE
SYNTAX                 SEQUENCE OF raidExMibRaidListEntry
ACCESS                 not-accessible
STATUS                 mandatory
DESCRIPTION            "List of DKC."
::={ raidExMibRoot 5 }
```



```

raidExMibRaidListEntry OBJECT TYPE
SYNTAX                 RaidExMibRaidListEntry
ACCESS                 not-accessible
STATUS                 mandatory
DESCRIPTION            "Entry of DKC list."
INDEX                  { raidlistSerialNumber }
 ::= { raidExMibRaidListTable 1}

```

The following table lists the information displayed for each storage system

Name	Type	Description	Mounted value	Attribute
raidlistSerialNumber ::=RaidExMibRaidListEntry(1)	INTEGER	Storage system product number (index).	400,001 - 499,999	read-only
raidlistMibNickName ::=RaidExMibRaidListEntry(2)	DisplayString	Storage system nickname.	(Max. 18 characters)	read-only
raidlistDKCMainVersion ::=RaidExMibRaidListEntry(3)	DisplayString	Software version.	Max. 14 characters	read-only
raidlistDKCProductName ::=RaidExMibRaidListEntry(4)	DisplayString	Storage system product type.	7 characters*	read-only
* RAID800 will be used as storage system product type raidlistDKCProductName.				

raidExMibDKCHWTable

raidExMibDKCHWTable indicates the status of the storage system components.

```

raidExMibDKCHWTable OBJECT TYPE
SYNTAX               SEQUENCE OF RaidExMibDKCHWEntry
ACCESS               not-accessible
STATUS               mandatory
DESCRIPTION           "Error information of the DKC."
INDEX                 { raidExMibRoot 6}
 ::= { raidExMibRoot 6}

raidExMibDKCHWEntry OBJECT TYPE
SYNTAX               RaidExMibDKCHWEntry
ACCESS               not-accessible
STATUS               mandatory
DESCRIPTION           "Entry of DKC information."
INDEX                 {dkcRaidListIndexSerialNumber}
 ::= { raidExMibDKCHWTable 1}

```

The following table lists the information displayed for each storage system component.

Name	Type	Description	MIB value	Attribute
dkcRaidListIndexSerialNumber ::=raidExMibDKCHWEntry(1)	INTEGER	Storage system product number (index).	400,001 - 499,999	read-only

Name	Type	Description	MIB value	Attribute
dkcHWProcessor ::=raidExMibDKCHWEntry(2)	INTEGER	Status of processor.	See Note	read-only
dkcHWCSW ::=raidExMibDKCHWEntry(3)	INTEGER	Status of internal star.	See Note	read-only
dkcHWCACHE ::=raidExMibDKCHWEntry(4)	INTEGER	Status of cache.	See Note	read-only
dkcHWSM ::=raidExMibDKCHWEntry(5)	INTEGER	This value is unused.	See Note	read-only
dkcHWPS ::=raidExMibDKCHWEntry(6)	INTEGER	Status of power supply.	See Note	read-only
dkcHWBattery ::=raidExMibDKCHWEntry(7)	INTEGER	Status of battery.	See Note	read-only
dkcHWFan ::=raidExMibDKCHWEntry(8)	INTEGER	Status of fan.	See Note	read-only
dkcHWEEnvironment ::=raidExMibDKCHWEntry(9)	INTEGER	Information of an operational environment.	See Note	read-only
<p>Note:</p> <p>The status of each component is a single digit which shows the following:</p> <p>1: Normal.</p> <p>2: Acute failure detected.</p> <p>3: Serious failure detected.</p> <p>4: Moderate failure detected.</p> <p>5: Service failure detected.</p>				

raidExMibDKUHWTable

raidExMibDKUHWTable indicates the status of the storage system components.

```

raidExMibDKUHWTable OBJECT TYPE
SYNTAX SEQUENCE OF RaidExMibDKUHWEntry
ACCESS not-accessible
STATUS mandatory
DESCRIPTION "Error information of the DKU."
::={ raidExMibRoot 7}

raidExMibDKUHWEntry OBJECT TYPE
SYNTAX RaidExMibDKUHWEntry
ACCESS not-accessible
STATUS mandatory
DESCRIPTION "Entry of DKU information."
INDEX { dkuRaidListIndexSerialNumber }
::={ raidExMibDKUHWTable 1}

```

The following table lists the information displayed for each disk device component.

Name	Type	Description	MIB value	Attribute
dkuRaidListIndexSerialNumber ::=raidExMibDKUHWEntry(1)	INTEGER	Storage system product number (index).	400,001 - 499,999	read-only
dkuHWPS ::=raidExMibDKUHWEntry(2)	INTEGER	Status of power supply.	See Note	read-only
dkuHWFan ::=raidExMibDKUHWEntry(3)	INTEGER	Status of fan.	See Note	read-only
dkuHWEEnvironment ::=raidExMibDKUHWEntry(4)	INTEGER	Status of environment monitor.	See Note	read-only
dkuHWDdrive ::=raidExMibDKUHWEntry(5)	INTEGER	Status of drive.	See Note	read-only
<p>Note:</p> <p>The status of each component is a single digit which shows the following:</p> <p>1: Normal.</p> <p>2: Acute failure detected.</p> <p>3: Serious failure detected.</p> <p>4: Moderate failure detected.</p> <p>5: Service failure detected.</p>				

raidExMibTrapListTable

raidExMibTrapListTable shows the history of the failure traps.

```

raidExMibTrapListTable OBJECT TYPE
SYNTAX SEQUENCE OF RaidExMibTrapListEntry
ACCESS not-accessible
STATUS mandatory
DESCRIPTION "Trap list table."
::={ raidExMibRoot 8 }

raidExMibTrapListEntry OBJECT TYPE
SYNTAX RaidExMibTrapListEntry
ACCESS non-accessible
STATUS mandatory
DESCRIPTION "Trap list table index."
INDEX { eventListIndexSerialNumber ,
eventListIndexRecordNo }
::={ raidExMibTrapListTable 1 }

```

The following table lists the information displayed for each failure.

Name	Type	Description	MIB value	Attribute
eventListIndexSerialNumber ::=raidExMibTrapListEntry(1)	INTEGER	Storage system product number (index).	400,001 - 499,999	read-only
eventListNickname ::=raidExMibTrapListEntry(2)	DisplayString	Storage system nickname.	18 characters maximum	read-only
eventListIndexRecordNo ::=raidExMibTrapListEntry(3)	Counter	Number of records.	1-256	read-only
eventListREFCODE ::=raidExMibTrapListEntry(4)	DisplayString	Reference code (index).	6 characters	read-only
eventListData ::=raidExMibTrapListEntry(5)	DisplayString	Date when the failure occurred.	yyyy/mm/dd (10 characters)	read-only
eventListTime ::=raidExMibTrapListEntry(6)	DisplayString	Time when the failure occurred.	hh:mm:ss (8 characters)	read-only
eventListDescription ::=raidExMibTrapListEntry(7)	DisplayString	Detailed information about the failure.	256 characters maximum	read-only

SNMP failure trap reference

This chapter describes the failure trap reference codes, including sections and alert levels.

- [SNMP failure trap reference codes](#)
- [Obtaining drive box and drive numbers](#)

SNMP failure trap reference codes

The following table lists and describes the SNMP failure trap reference codes.

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
18	00	00	Audit Log lost	DKC environment	MODERATE	Yes
1C	00	00	Detected a specific error code SSB	DKC environment	SERVICE	Yes
21	20	xx	Channel port blocking	DKC environment	MODERATE	Yes
21	30	xx	CHB blocking	DKC environment	MODERATE	Yes
21	40	xx	DKB blocking	DKC environment	MODERATE	Yes
21	50	xx	Unified NAS module blocking	DKC environment	MODERATE	No
21	51	xy	NAS SFP type error	DKC environment	MODERATE	No
21	52	xy	NAS SFP module error	DKC environment	MODERATE	No
21	53	xx	PECB blocking	DKC environment	MODERATE	Yes
21	54	xx	SWPK blocking	DKC environment	MODERATE	Yes
21	57	xx	PECB warning	DKC environment	MODERATE	Yes
21	80	xx	RIO path closed	DKC environment	MODERATE	Yes
21	90	xx	AL_PA value conflict	DKC environment	SERVICE	Yes
21	93	xx	Link failure1	DKC environment	SERIOUS	Yes
21	94	xx	Link failure2	DKC environment	SERIOUS	Yes
21	a8	xx	SFP wrong type	DKC environment	MODERATE	Yes
21	aa	xx	SFP TxFault	DKC environment	MODERATE	Yes
21	d0	xx	External storage system connection path blocking	DKC environment	MODERATE	Yes
21	d1	xx	External storage system connection path restore	DKC environment	SERVICE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
21	d2	xx	External subsystem path response timeout	DKC environment	SERVICE	Yes
30	70	xx	CHK1A threshold over	Processor	SERVICE	Yes
30	71	xx	CHK1B threshold over	Processor	SERVICE	Yes
30	72	xx	CHK3 threshold over	Processor	SERVICE	Yes
30	73	xx	Processor blocking	Processor	MODERATE	Yes
30	75	xx	CFM Failure	Cache	MODERATE	Yes
30	76	xx	Incorrect SUM value of FM	Processor	SERVICE	Yes
30	77	xx	Processor memory temporary error	Processor	SERVICE	Yes
30	78	xx	BFM error	Processor	SERIOUS	Yes
30	7b	0x	Unified Hypervisor blocking	DKC environment	MODERATE	Yes
30	80	xx	WCHK1 dump	Processor	MODERATE	Yes
38	8f	00	PS OFF impossible	PS(DKC)	MODERATE	Yes
38	9f	00	PS OFF impossible (Device reserved)	PS(DKC)	MODERATE	Yes
39	90	xx	Undefined Package is mounted	Processor	MODERATE	Yes
39	91	xx	V-R or serial number is inconsistent	Processor	MODERATE	Yes
39	93	xx	Replace failed	Processor	MODERATE	Yes
39	9d	xx	Injustice dc voltage control	DKC environment	MODERATE	Yes
39	9e	xx	Injustice CEMODE	DKC environment	MODERATE	Yes
39	9f	xx	Injustice CEDT	DKC environment	MODERATE	Yes
39	a0	00	The upper temperature limit was exceeded	DKC environment	SERVICE	Yes
39	b0	xx	MP patrol check error	DKC environment	SERVICE	Yes
3a	0x	xx	LDEV Blockade (Effect of microcode error)	Drive	MODERATE	Yes
3c	95	00	CHB/DKB Type disagreement	DKC environment	MODERATE	Yes
3c	96	00	No CHB mounted	Processor	MODERATE	Yes
41	00	00	Format complete (Normal end)	Drive	SERVICE	Yes
41	00	01	Format complete (Abnormal end)	Drive	SERVICE	Yes
41	00	02	Format complete (Partial abnormal end)	Drive	SERVICE	Yes
41	01	00	Quick Format finish	Drive	SERVICE	Yes
43	4x	xx	Drive media error ²	Drive	SERVICE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
43	bx	xx	Drive blockade (media)(with redundancy) ²	Drive	SERIOUS	Yes
43	cx	xx	Drive blockade (media)(without redundancy) ²	Drive	SERIOUS	Yes
45	1x	xx	Correction copy start ²	Drive	SERVICE	Yes
45	2x	xx	Correction copy normal end ²	Drive	SERVICE	Yes
45	3x	xx	Correction copy abnormal end ²	Drive	SERIOUS	Yes
45	4x	xx	Correction copy discontinued ²	Drive	SERVICE	Yes
45	5x	xx	Correction copy warning end ²	Drive	SERVICE	Yes
46	1x	xx	Dynamic sparing start(Drive copy) ²	Drive	SERVICE	Yes
46	2x	xx	Dynamic sparing normal end(Drive copy) ²	Drive	SERVICE	Yes
46	3x	xx	Dynamic sparing abnormal end (Drive copy) ²	Drive	MODERATE	Yes
46	4x	xx	Dynamic sparing discontinued (Drive copy) ²	Drive	SERVICE	Yes
46	5x	xx	Dynamic Sparing(Drive Copy) warning end ²	Drive	SERVICE	Yes
46	8x	xx	Collection Copy/Copyback disabled(drive replace)	Drive	MODERATE	Yes
47	dx	xx	Shadow Image Copy abnormal end	DKC environment	MODERATE	Yes
47	e7	00	Forcible suspend by SM volatile	DKC environment	MODERATE	Yes
47	ec	e7	Forcible suspend by SM volatile	DKC environment	MODERATE	Yes
47	fx	xx	Volume Migration abnormal end	DKC environment	MODERATE	Yes
49	10	00	Cache overload condition	Cache	SERVICE	Yes
4a	80	xx	Expander Micro Exchange failed	DKC environment	MODERATE	Yes
4b	3x	xx	Thin Image Option abnormal end	DKC environment	MODERATE	Yes
4c	1x	xx	PDEV Erase Start	Drive	SERVICE	Yes
4c	2x	xx	PDEV Erase Normal End	Drive	SERVICE	Yes
4c	3x	xx	PDEV Erase Abnormal End	Drive	SERVICE	Yes
4C	4x	xx	Flash module drive initialization failed	Drive	MODERATE	Yes
4d	1x	xx	Differential area blocking	Drive	SERIOUS	Yes
50	1x	xx	Drive temporary error	Drive	SERVICE	Yes
50	2x	xx	Drive media error	Drive	SERVICE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
50	5x	xx	Flash module drive internal battery error (ORM) ²	Drive	SERVICE	Yes
50	8x	xx	Flash module drive internal battery error ²	Drive	MODERATE	Yes
50	bx	xx	Flash drive End of life ²	Drive	SERVICE	Yes
50	cx	xx	Flash module drive End of life ²	Drive	SERVICE	Yes
50	dx	xx	Flash module drive battery warning ²	Drive	SERVICE	Yes
50	ex	xx	Flash module drive battery capacity shortage ²	Drive	MODERATE	Yes
50	f0	00	Flash module drive micro-program version warning	Drive	MODERATE	Yes
60	1x	xx	Pool utilization threshold excess	DKC environment	MODERATE	Yes
60	2x	xx	Pool blocking	DKC environment	MODERATE	Yes
60	2f	fe	Pools blocking by SM volatile	DKC environment	MODERATE	Yes
60	30	00	SM Space Warning	DKC environment	MODERATE	Yes
60	4x	xx	Exceeded Threshold of actual pool use rate	DKC environment	MODERATE	Yes
60	5x	xx	Actual pool use rate reaches upper limit	DKC environment	MODERATE	Yes
60	6x	xx	Exceeded Fixed outage Threshold of pool use rate	DKC environment	MODERATE	Yes
61	00	01	Backup/restore SM Information failed (Backup)	SM	MODERATE	Yes
61	00	02	Backup/restore SM Information failed (Restore)	SM	MODERATE	Yes
62	0x	xx	The DP POOL Warning Threshold was exceeded	DKC environment	MODERATE	Yes
62	2x	xx	The DP POOL FULL	DKC environment	MODERATE	Yes
62	3x	xx	The DP POOL error is detected	DKC environment	MODERATE	Yes
62	3f	fe	DP Pools blocking by Shared Memory volatile	DKC environment	MODERATE	Yes
62	40	00	SM Full	DKC environment	MODERATE	Yes
62	50	00	DP pool threshold continues to be exceeded	DKC environment	MODERATE	Yes
62	6x	xx	The DP POOL Depletion threshold was exceeded	DKC environment	MODERATE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
62	7x	xx	The DP POOL LDEV blockade	DKC environment	MODERATE	Yes
62	80	00	DP Protect attribute setting of DRU	DKC environment	SERVICE	Yes
62	9x	xx	Exceeded Warning Threshold of DP pool use rate	DKC environment	MODERATE	Yes
62	ax	xx	Actual DP pool use rate reaches upper limit	DKC environment	MODERATE	Yes
62	b0	00	Threshold of DP pool use rate remains exceeded	DKC environment	MODERATE	Yes
62	cx	xx	Exceeded Depletion Threshold of DP pool use rate	DKC environment	MODERATE	Yes
62	dx	xx	Exceeded Fixed outage Threshold of DP pool use rate	DKC environment	MODERATE	Yes
62	ex	xx	Exceeded DP pool depletion threshold for TI pairs	DKC environment	MODERATE	Yes
64	1x	xx	Tier relocation is not completed	DKC environment	SERVICE	Yes
66	01	00	No free encryption key	DKC environment	MODERATE	Yes
66	02	00	Remaining free encryption key warning	DKC environment	SERVICE	Yes
66	10	00	Acquisition failure of the outside encryption key	DKC environment	MODERATE	Yes
67	00	00	Warning for depletion of cache management devices	Cache	MODERATE	Yes
68	00	xx	Dedupe and compression abnormality detect	DKC environment	MODERATE	Yes
76	00	00	CUDG detected error	DKC environment	MODERATE	Yes
79	00	xx	BOOT detected error	DKC environment	MODERATE	Yes
7d	00	0x	GUM error	DKC environment	MODERATE	Yes
7d	01	0x	LAN error (Internal Network)	DKC environment	MODERATE	Yes
7d	02	0x	LAN error (CTL1-CTL2)	DKC environment	MODERATE	Yes
7d	03	0x	GUM AuditLog lost	DKC environment	MODERATE	Yes
7d	04	0x	GUM AuditLog Warning Threshold was exceeded	DKC environment	MODERATE	Yes
7d	05	0x	Notification of Alert failed	DKC environment	MODERATE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
7d	06	xx	MP error	Processor	MODERATE	Yes
7d	07	xx	GUM security error detected	DKC environment	MODERATE	Yes
7d	08	xx	Failed to recover GUM configuration information	DKC environment	MODERATE	Yes
7d	09	00	DKC warning	Processor	SERIOUS	Yes
7d	0a	xx	GUM version warning	DKC environment	MODERATE	Yes
7f	f1	02	SI	DKC environment	SERVICE	No
7f	f1	04	TI	DKC environment	SERVICE	No
7f	f1	06	Volume Migration Pair	DKC environment	SERVICE	No
7f	f7	xx	The term of validity is over	DKC environment	MODERATE	Yes
7f	f8	xx	The capacity of validity is over	DKC environment	MODERATE	Yes
7f	f9	xx	The PP is invalid by assumption PP invalidity	DKC environment	MODERATE	Yes
7f	fa	00	Synchronization time failure	DKC environment	SERVICE	Yes
ac	50	xx	DB power off	PS(DKU)	MODERATE	Yes
ac	51	xx	DB power recovered	PS(DKU)	SERVICE	Yes
ac	60	00	DKC was set to power error mode	PS(DKC)	MODERATE	Yes
ac	61	00	DKC was released from power error mode	PS(DKC)	SERVICE	Yes
ac	62	00	Destaging startup normal	PS(DKC)	SERVICE	Yes
ac	63	00	Destaging startup failed	PS(DKC)	MODERATE	Yes
ac	80	0x	Server failure	DKC environment	SERIOUS	Yes
af	00	xx	Injustice JP Warning	DKC environment	MODERATE	Yes
af	10	xx	MP Temperature abnormality warning	DKC environment	MODERATE	Yes
af	11	xx	External temperature warning	DKC environment	MODERATE	Yes
af	12	xx	External temperature alarm	DKC environment	MODERATE	Yes
af	13	xx	Thermal monitor warning	DKC environment	MODERATE	Yes
af	20	xx	DKCPS warning	PS(DKC)	MODERATE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
af	21	xx	DKCPS input voltage abnormality	PS(DKC)	MODERATE	Yes
af	30	xx	Environmental microcomputer warning	DKC environment	MODERATE	Yes
af	31	xx	Device movement mode warning	DKC environment	MODERATE	Yes
af	32	xx	Environmental Firmware Update warning	DKC environment	MODERATE	Yes
af	33	xx	Voltage change setting warning	PS(DKC)	MODERATE	Yes
af	40	xx	BKM/BKMF warning	DKC environment	MODERATE	Yes
af	41	xx	Battery replacement should be scheduled	Battery	MODERATE	Yes
af	42	xx	CHBB environmental microcontroller warning	DKC environment	MODERATE	Yes
af	43	xx	SCM environmental microcontroller warning	DKC environment	MODERATE	Yes
af	44	xx	CHBB environmental firmware update warning	DKC environment	MODERATE	Yes
af	45	xx	SCM environmental firmware update warning	DKC environment	MODERATE	Yes
af	46	xx	SWPK temperature warning	DKC environment	MODERATE	Yes
af	48	xx	CHBB voltage change failure warning	DKC environment	MODERATE	Yes
af	49	xx	SCM voltage change failure warning	DKC environment	MODERATE	Yes
af	4a	xx	CHBBPS warning	DKC environment	MODERATE	Yes
af	4b	xx	CHBBPS abnormal input voltage	DKC environment	MODERATE	Yes
af	4c	xx	CHBBFAN warning	DKC environment	MODERATE	Yes
af	4d	xx	Panel switch warning	DKC environment	MODERATE	Yes
af	4e	xx	Invalid PS ON warning	DKC environment	MODERATE	Yes
af	50	xx	DBPS warning	PS(DKU)	MODERATE	Yes
af	60	xx	DBPS input voltage abnormality	PS(DKU)	MODERATE	Yes
af	70	00	DB External temperature warning	DKU environment	MODERATE	Yes
af	71	00	DB External temperature Alarm	DKU environment	MODERATE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
af	80	xx	ENC warning	DKU environment	MODERATE	Yes
af	e4	xx	Life expiry warning for DB air filter	DKU environment	SERVICE	Yes
af	f0	xx	UPS warning	PS(DKC)	MODERATE	Yes
af	f1	xx	GUM warning	DKC environment	MODERATE	Yes
af	f2	xx	CFM error	Cache	MODERATE	Yes
af	f3	xx	FAN warning	Fan(DKC)	MODERATE	Yes
af	f4	00	Life expiry warning for DKC air filter	DKC environment	SERVICE	Yes
bf	c0	10	DKC ALARM LED light on	Processor	SERIOUS	Yes
cf	10	xx	SAS CTL blocking	DKC environment	MODERATE	Yes
cf	11	xx	SAS Port (WideLink) is partially blocked	DKC environment	SERVICE	Yes
cf	12	xx	SAS PORT BLOCK ³	DKC environment	MODERATE	Yes
cf	13	xx	SAS-CTL Error detection	DKC environment	SERIOUS	Yes
cf	14	xx	Recovered from ENC temporary failure successfully ³	DKC environment	SERVICE	Yes
cf	88	xx	CTL blocking	DKC environment	MODERATE	Yes
cf	8a	xx	CTL blockade due to CTL interconnect path failure	DKC environment	MODERATE	Yes
d0	0x	xx	Remote Copy start	DKC environment	SERVICE	Yes
d0	1x	xx	Remote Copy normal end	DKC environment	SERVICE	Yes
d0	2x	xx	Pair end	DKC environment	SERVICE	Yes
d1	0x	xx	HRC pair status change(MCU command), SMPL -> COPY	DKC environment	SERVICE	Yes
d1	1x	xx	HRC pair status change(MCU command), SMPL -> PAIR	DKC environment	SERVICE	Yes
d1	2x	xx	HRC pair status change(MCU command), COPY -> PAIR	DKC environment	SERVICE	Yes
d1	3x	xx	HRC pair status change(MCU command), COPY -> PSUx	DKC environment	SERVICE	Yes
d1	4x	xx	HRC pair status change(MCU command), PAIR -> PSUx	DKC environment	SERVICE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
d1	5x	xx	HRC pair status change(MCU command), PAIR -> SMPL	DKC environment	SERVICE	Yes
d1	6x	xx	HRC pair status change(MCU command), COPY -> SMPL	DKC environment	SERVICE	Yes
d1	7x	xx	HRC pair status change(MCU command), PSUx -> SMPL	DKC environment	SERVICE	Yes
d1	8x	xx	HRC pair status change(MCU command), PSUx -> COPY	DKC environment	SERVICE	Yes
d1	9x	xx	HRC pair status change(MCU command), COPY -> PSUx	DKC environment	SERVICE	Yes
d1	ax	xx	HRC pair status change(MCU command), COPY -> PSUx	DKC environment	SERVICE	Yes
d1	bx	xx	HRC pair status change(MCU command), PSUx -> PSUx	DKC environment	SERVICE	Yes
d4	0x	xx	Pair suspend(RIO path closed)	DKC environment	SERIOUS	Yes
d4	1x	xx	Pair suspend(P-VOL error)	DKC environment	SERIOUS	Yes
d4	2x	xx	Pair suspend(S-VOL error)	DKC environment	SERIOUS	Yes
d4	4x	xx	Pair suspend(RVOL Suspend report)	DKC environment	SERIOUS	Yes
d4	5x	xx	Pair suspend(S-VOL Simplex report)	DKC environment	SERIOUS	Yes
d4	6x	xx	Pair suspend(Communication error at RCU)	DKC environment	SERIOUS	Yes
d4	7x	xx	Pair suspend(Error detected at RCU)	DKC environment	SERIOUS	Yes
d4	fx	xx	Pair status incorrect	DKC environment	SERIOUS	Yes
d8	0x	xx	Volume to be used by UR was defined	DKC environment	SERVICE	Yes
d8	1x	xx	Volume used by UR began copying	DKC environment	SERVICE	Yes
d8	2x	xx	Volume used by UR completed copying	DKC environment	SERVICE	Yes
d8	3x	xx	Volume used by UR received suspension request	DKC environment	SERVICE	Yes
d8	4x	xx	Volume used by UR completed suspension transaction	DKC environment	SERVICE	Yes
d8	5x	xx	Volume used by UR received request for deletion	DKC environment	SERVICE	Yes
d8	6x	xx	Volume used by UR completed deletion	DKC environment	SERVICE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
d8	7x	xx	Volume used by UR was defined	DKC environment	SERVICE	Yes
d8	8x	xx	Volume used by UR was defined in hold	DKC environment	SERVICE	Yes
d8	9x	xx	PVOL used by UR was defined in hold	DKC environment	SERVICE	Yes
d9	0x	xx	Change to SVOL was received from MCU, SMPL -> COPY	DKC environment	SERVICE	Yes
d9	1x	xx	Change to SVOL was received from MCU, SMPL -> PAIR	DKC environment	SERVICE	Yes
d9	2x	xx	Change to SVOL was received from MCU, COPY -> PAIR	DKC environment	SERVICE	Yes
d9	3x	xx	Change to SVOL was received from MCU, COPY -> PSUx	DKC environment	SERVICE	Yes
d9	4x	xx	Change to SVOL was received from MCU, PAIR -> PSUx	DKC environment	SERVICE	Yes
d9	5x	xx	Change to SVOL was received from MCU, PAIR -> SMPL	DKC environment	SERVICE	Yes
d9	6x	xx	Change to SVOL was received from MCU, COPY -> SMPL	DKC environment	SERVICE	Yes
d9	7x	xx	Change to SVOL was received from MCU, PSUx -> SMPL	DKC environment	SERVICE	Yes
d9	8x	xx	Change to SVOL was received from MCU, PSUx -> COPY	DKC environment	SERVICE	Yes
d9	9x	xx	Change to SVOL was received from MCU, HOLD -> PAIR	DKC environment	SERVICE	Yes
d9	ax	xx	Change to SVOL was received from MCU, HOLD -> COPY	DKC environment	SERVICE	Yes
d9	bx	xx	Change to SVOL was received from MCU, HOLD -> SMPL	DKC environment	SERVICE	Yes
d9	cx	xx	Change to SVOL was received from MCU, SMPL -> PSUx	DKC environment	SERVICE	Yes
d9	dx	xx	Change to SVOL was received from MCU, SMPL -> HOLD	DKC environment	SERVICE	Yes
d9	ex	xx	Change to SVOL was received from MCU, PSUx -> HOLD	DKC environment	SERVICE	Yes
d9	fx	xx	Change to SVOL was received from MCU, PAIR -> COPY	DKC environment	SERVICE	Yes
da	0x	xx	Change to SVOL req. received from RCU, SUSPEND REQ.	DKC environment	SERVICE	Yes
da	1x	xx	Change to SVOL was received from RCU, SUSPEND END	DKC environment	SERVICE	Yes
da	2x	xx	Change to SVOL was received from RCU, PSUx -> SMPL	DKC environment	SERVICE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
da	3x	xx	Change to SVOL was received from RCU, COPY -> SMPL	DKC environment	SERVICE	Yes
da	4x	xx	Change to SVOL was received from RCU, PAIR -> SMPL	DKC environment	SERVICE	Yes
da	5x	xx	Change to SVOL was received from RCU, DELETING END	DKC environment	SERVICE	Yes
da	6x	xx	Change to SVOL was received from RCU, HOLD -> SMPL	DKC environment	SERVICE	Yes
dc	0x	xx	Pair suspend(RIO path closed)	DKC environment	SERIOUS	Yes
dc	1x	xx	Pair suspend(M-VOL error)	DKC environment	SERIOUS	Yes
dc	2x	xx	Pair suspend(R-VOL error)	DKC environment	SERIOUS	Yes
dc	4x	xx	Pair suspend(Suspend report)	DKC environment	SERIOUS	Yes
dc	5x	xx	Pair suspend(Simplex report)	DKC environment	SERIOUS	Yes
dc	6x	xx	Pair suspend(Communication error at RCU)	DKC environment	SERIOUS	Yes
dc	7x	xx	Pair suspend(Error detected at RCU)	DKC environment	SERIOUS	Yes
dc	8x	xx	Pair suspend(MCU P/S OFF)	DKC environment	SERVICE	Yes
dc	9x	xx	Pair suspend(Delta volume error)	DKC environment	SERIOUS	Yes
dc	ax	xx	Pair suspend(Spread by error of another affiliate)	DKC environment	SERIOUS	Yes
dc	e0	xx	UR M-JNL Meta overflow warning	DKC environment	MODERATE	Yes
dc	e1	xx	UR M-JNL Data overflow warning	DKC environment	MODERATE	Yes
dc	e2	xx	UR R-JNL Meta overflow warning	DKC environment	MODERATE	Yes
dc	e3	xx	UR R-JNL Data overflow warning	DKC environment	MODERATE	Yes
dc	f0	xx	HUR read JNL was interrupted for 1 minute (at MCU)	DKC environment	MODERATE	Yes
dc	f1	xx	HUR read JNL was interrupted for 5 minute (at MCU)	DKC environment	SERIOUS	Yes
dc	f2	xx	HUR read JNL was interrupted for 1 minute (at RCU)	DKC environment	MODERATE	Yes
dc	f3	xx	HUR read JNL was interrupted for 5 minute (at RCU)	DKC environment	SERIOUS	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
dc	f4	xx	URxUR M-JNL Meta full Warning	DKC environment	MODERATE	Yes
dc	f5	xx	URxUR M-JNL Data full Warning	DKC environment	MODERATE	Yes
dd	0x	xx	GAD for this volume was suspended (Due to an unrecoverable failure on the remote copy connections)	Failure with paired volumes	SERIOUS	Yes
dd	1x	xx	GAD for this volume was suspended (Due to a failure on the volume)	Failure with paired volumes	SERIOUS	Yes
dd	2x	xx	GAD for this volume was suspended (Due to an internal error condition detected)	Failure with paired volumes	SERIOUS	Yes
dd	3x	xx	Status of the P-VOL was not consistent with the S-VOL	Failure with paired volumes	SERIOUS	Yes
de	e0	xx	Quorum Disk Restore	Drive	SERVICE	Yes
de	f0	xx	Quorum Disk Blocked	Drive	SERIOUS	Yes
df	6x	xx	Drive port temporary error(Drive path: Boundary 0) ²	Drive	SERVICE	Yes
df	7x	xx	Drive port temporary error(Drive path: Boundary 1) ²	Drive	SERVICE	Yes
df	8x	xx	Drive port blockade(Drive path: Boundary 0) ²	Drive	MODERATE	Yes
df	9x	xx	Drive port blockade(Drive path: Boundary 1) ²	Drive	MODERATE	Yes
df	ax	xx	LDEV blockade(Path 0 / Drive port blockade) ²	Drive	SERIOUS	Yes
df	bx	xx	LDEV blockade(Path 1 / Drive port blockade) ²	Drive	SERIOUS	Yes
df	cx	xx	Drive Link Rate Abnormality (Path 0) ²	Drive	SERVICE	Yes
df	dx	xx	Drive Link Rate Abnormality (Path 1) ²	Drive	SERVICE	Yes
df	fx	xx	Response late Drive ²	Drive	SERVICE	Yes
e0	00	0x	Unified Hypervisor failure (S/W failure)	DKC environment	SERIOUS	No
e0	01	x2	NASFW failure (Unified Hypervisor failure)	DKC environment	SERIOUS	No
e0	02	0x	Hypervisor Network Module failure	DKC environment	MODERATE	No
e0	04	0x	NASFW persistent failure	DKC environment	SERIOUS	No

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
e0	05	x2	NASFW failure (S/W failure)	DKC environment	SERIOUS	No
e0	06	0x	Unified Hypervisor partial failure (S/W failure)	DKC environment	SERIOUS	No
e0	07	x2	NASFW boot failure (MBR corruption)	DKC environment	SERIOUS	No
e0	08	x2	Unified Hypervisor failure (Boot disk access error)	DKC environment	SERIOUS	No
e0	09	0x	NASFW boot failure (S/W failure)	DKC environment	SERIOUS	No
ef	0x	xx	Drive blockade (drive)(with redundancy) ²	Drive	SERIOUS	Yes
ef	1x	xx	Drive blockade (drive)(without redundancy) ²	Drive	SERIOUS	Yes
ef	2x	xx	Drive blockade(Effect of Drive Copy normal end) ²	Drive	SERVICE	Yes
ef	4x	xx	Pinned slot	Drive	MODERATE	Yes
ef	5x	xx	External VOL Write Error	Drive	MODERATE	Yes
ef	9x	xx	LDEV blockade (Effect of drive blockade) ²	Drive	SERIOUS	Yes
ef	ax	xx	Drive temporary error ²	Drive	SERVICE	Yes
ef	cx	xx	Correction access occurred ²	Drive	SERIOUS	Yes
ef	d0	00	External storage system connection device blockade	Drive	SERIOUS	Yes
ef	ex	xx	Reboot stopped due to much write pending data	Drive	SERVICE	Yes
ef	fc	xx	PCI cable connection error	DKC environment	MODERATE	Yes
ef	fd	xx	Expander failure	DKC environment	SERIOUS	Yes
ef	fe	xx	UNIT connection error	DKC environment	MODERATE	Yes
fe	00	00	Cache battery is being charged	Cache	SERIOUS	Yes
fe	01	00	End of Cache Write Through	Cache	SERVICE	Yes
fe	02	00	Start of Cache Write Through	Cache	MODERATE	Yes
fe	03	0x	CFM type error or CFM shortage	Cache	SERIOUS	Yes
fe	04	0x	Mounting Battery shortage	Battery	SERIOUS	Yes
ff	21	xx	LANB blocking	DKC environment	MODERATE	Yes
ff	4x	xx	Pinned slot	Cache	MODERATE	Yes
ff	5x	xx	External VOL Read Error	Drive	MODERATE	Yes

Trap reference code			Description	Section	Alert level (Severity)	Host report ¹
SIM 22	SIM 23	SIM 13				
ff	c3	0x	Cache Package Blockade Processing end	Cache	SERVICE	Yes
ff	cc	xy	CFM patrol check error	Cache	MODERATE	Yes
ff	cd	0x	Area is volatilized	Cache	SERVICE	Yes
ff	cf	xx	Module group is volatilized	Cache	SERVICE	Yes
ff	d4	00	Hard implementation out of the definition	DKC environment	MODERATE	Yes
ff	e2	0x	SM area blocking	SM	SERIOUS	Yes
ff	e4	0x	Replace failed	SM	SERIOUS	Yes
ff	e7	00	Shared memory is volatiled	SM	SERIOUS	Yes
ff	e8	00	Definition/Installation mismatch	Cache	ACUTE	Yes
ff	ea	0x	Recovery of area blocked temporarily was completed	SM	SERVICE	Yes
ff	ee	0x	Area temporary blocking	SM	SERVICE	Yes
ff	ef	00	Rebooted without volatilization	SM	SERVICE	Yes
ff	f0	xx	Cache correctable error	Cache	SERVICE	Yes
ff	f4	00	Area blocking	Cache	SERIOUS	Yes
ff	f5	0x	Both area failed	Cache	MODERATE	Yes
ff	f7	xx	GUM blocking	DKC environment	MODERATE	Yes
ff	f9	0x	Replace failed	Cache	SERVICE	Yes
ff	fa	xx	Battery warning	Battery	MODERATE	Yes
ff	fe	xx	Warning for forcible volatile mode	DKC environment	MODERATE	Yes

Legend:

- **Yes:** This SIM performs the host report.
 - **No:** This SIM does not perform the host report.
 - x: A hexadecimal number from 0 to f.
1. If you select All for Notification Alert in the **Set Up Alert Notifications** window, the SNMP agent reports all SIMs. If you select Host Report, the SNMP agent reports only SIMs that perform the host report.
 2. xxx: The right-hand digit of SIM 23 and both digits of SIM 13 can be converted to the number of the drive box and drive where the error occurred. For details, see [Obtaining drive box and drive numbers on page 60](#).
 3. "Recovered from ENC temporary failure successfully" (cf14xx) indicates that "SAS PORT BLOCK" (cf12xx) occurred due to a temporary failure of ENC at the location indicated by the SAS-PORT number (xx) was recovered automatically. Therefore, no action by service personnel is required. However, if the SAS-PORT number indicated by SAS PORT BLOCK (cf12xx) is different from the one in cf14xx, action must be taken by service personnel.

Obtaining drive box and drive numbers

For certain trap reference codes, the right-hand digit of SIM 23 and both digits of SIM 13 form a three-digit hexadecimal number that can be converted to the number of the drive box and drive where the error occurred.

Procedure

1. Combine the right-hand digit of SIM 23 and both digits of SIM 13 form a three-digit hexadecimal number.
2. Convert the number in step 1 to decimal.
For example, A9E in hexadecimal is 2,718 in decimal.
3. Divide the the number in step 2 by 64. The quotient is the drive box number and the remainder is the drive number.
For example, $2,718 / 64 = 42$ with a remainder of 30. Therefore, The drive box number is 42 and the drive number is 30.

Examples

The following table provides examples of trap reference codes and their corresponding drive box and drive numbers.

Hexadecimal trap value	Decimal value	Decimal value / 64		Drive box number	Drive number
		Quotient	Remainder		
A9E	2,718	42	30	DB-42	HDD42-30
436	1,078	16	54	DB-16	HDD16-54
BFB	3,067	47	59	DB-47	HDD47-59

Troubleshooting

This chapter provides troubleshooting information for the Hitachi SNMP Agent.

- [Getting help](#)
- [Solving SNMP problems](#)

Getting help

If you have difficulty with any of the procedures included in this document, or if a procedure does not provide the answer or results you expect, please contact customer support.

See <https://hdssupport.hds.com> for more details.

Solving SNMP problems

This topic describes some problems that can occur with SNMP.

Problem	Causes and solutions
Information cannot be received by GET REQUEST, GETNEXT REQUEST, and GETBULK REQUEST operations.	<p>Causes:</p> <ul style="list-style-type: none">• An SNMP Manager IP address and community or user have not been added.• GUM failure occurred.• A network environment error occurred. <p>Solutions:</p> <ul style="list-style-type: none">• Add an IP address and community or user. (See Adding request authentication for SNMP v1 and v2c on page 26 or Adding request authentication for SNMP v3 on page 27.)• Restore GUM.• Contact your network administrator.
Trap cannot be received.	<p>Causes:</p> <ul style="list-style-type: none">• An SNMP Manager IP address and community or user have not been added.• GUM failure occurred.• A network environment error occurred. <p>Solutions:</p> <ul style="list-style-type: none">• Add an IP address and community or user. (See Adding trap notification for SNMP v1 and v2c on page 20 or Adding trap notification for SNMP v3 on page 22.)• Enable a license.• Restore GUM.• Contact your network administrator.



Glossary

C

community name

An SNMP entity in which up to 32 names and up to 32 IP addresses can be registered.

E

extension trap

An error message generated by a third-party node and sent to the SNMP agent.

F

failure trap

An error message that indicates a problem within a managed node.

I

IPv4

Internet Protocol, Version 4

IPv6

Internet Protocol, Version 6

M

managed device

A network node on which the SNMP Agent software is installed. Using the agent, managed devices exchange node-specific information with the SNMP management software.

managed node

See managed device.

management information base (MIB)

A virtual database of objects that can be monitored by a network management system. SNMP uses standardized MIBs that allow any SNMP-based tool to monitor any device defined by a MIB file.

MIB

See management information base.

S**Simple Network Management Protocol (SNMP)**

An industry-standard protocol that is used to manage and monitor network-attached devices for conditions that warrant administrative attention. The devices can include disk devices, routers, and hubs. SNMP uses Simple Gateway Management Protocol (SGMP) to manage TCP/IP gateways.

SNMP

See *Simple Network Management Protocol*.

SNMP Agent

Software that is installed on the maintenance utility and responds to queries from SNMP Manager.

SNMP Manager

Software that is installed on the network management station that collects and manages information from SNMP agents installed in the managed devices on the network.

SNMP trap

An event generated by an SNMP agent from the managed resource that communicates an event, such as an error or failure.

U**UDP**

See user datagram protocol.

user datagram protocol (UDP)

Software that requests data regarding the status of a managed node.

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